

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

P.O. Box 419064, Rancho Cordova, CA 95741-9064



May 27, 2005

TC LETTER: 05-07

CHILD SUPPORT TRAINING COORDINATORS

SUBJECT: **TRAINING DELIVERY OPTIONS**

The Department of Child Support Services (DCSS) Trainer Certification Program (TCP) was administered to establish and maintain highly skilled professional child support Trainers statewide. DCSS Certified Trainers acquired the knowledge and skills that ensure effective and efficient training delivery. Since the inception of the TCP, Local Child Support Agencies (LCSAs) have increased or decreased the number of certified trainers in their respective training units, and some training units have been completely dissolved.

The results of the Statewide Training Resources Survey (Winter 2004), indicate that a small number of LCSAs do not currently have certified trainers. In preparation for the California Child Support Automation System (CCSAS) Version 1 implementation in September 2005, DCSS is presenting options and opportunities to assist LCSAs meet the training needs of their staff.

The TCP established two tiers of DCSS Certified Trainers, Level Two Certified Trainers and Level One Certified Trainers. The certifications are defined as follows:

- A Level 2 Certified Trainer has successfully completed one of the DCSS State sponsored trainings listed in a previously released Training Coordinator letter (TC 04-03) or completed a professional T4T course and submitted documentation to verify that state criteria has been met as described in a Training Coordinator letter (TC 05-02) released in early 2005. Level Two Certified Trainers may deliver a local Trainer Certification Program course to certify more trainers. They may also analyze training needs, design, develop and modify curriculum, deliver training to child support staff and evaluate the effectiveness of training.

- A Level 1 Certified Trainer has completed a local TCP course delivered by a Level Two Certified Trainer. Level One Certified Trainers may present training material to child support staff.

Beginning as early as July 2005, LCSAs will be responsible for delivering CCSAS V1 Statewide Services (SWS) System training modules to child support professionals. To assist with local delivery, the following options to increase and/or access certified trainers are suggested:

Option 1. Those LCSAs who do not have at a minimum one Certified Trainer, either Level One or Level Two, are encouraged to partner with other LCSAs who have Level 2 Certified Trainers. Level 2 Certified Trainers may deliver a local Trainer Certification Program course to certify more trainers at your LCSA. It is recommended that new trainers be certified as level one trainers before attending SWS V1 T4T training in July 2005.

Option 2. LCSAs who do not have any Certified Trainers and are not able to redirect staff to become Certified Trainers, are encouraged to enter into an agreement with neighboring LCSAs who have Certified Trainers. Through this agreement, Certified Trainers may provide training to your LCSA staff either at your location or their location depending on the agreement. This allows LCSAs to use existing certified trainers, share training facilities and conduct successful SWS Version 1 training for local child support professionals.

The Child Support Director's Association (CSDA) website is an excellent resource for training information. In addition to providing child support related information, links to resources, upcoming meeting notices and events, you can access CSDA-sponsored training sessions and local training information statewide. You are encouraged to submit to the website information about local training events to which other LCSAs are invited to attend when space is available. The CSDA's website address is www.csdaca.org.

Recently, DCSS realigned the six LCSA training regions with the Regional Administrators (RA) five regional assignments. With this change a more flexible approach to the delivery of training was offered. The current Regional Training Coordinators (RTCs) have developed training expertise and capabilities upon which many geographically isolated LCSAs rely, and therefore can assist in identifying a strategy for training LCSAs who do not have certified trainers.

The DCSS Training Resource Survey (Winter 2004) provides useful information for LCSAs to become familiar with training resources and training needs in other LCSAs and regions. LCSAs in close proximity may be able to assist each other with training facilities, trainer certification, and training. A copy of the survey results was distributed at the May 12th CSDAs training kickoff meeting and contains specific LCSA information.

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The options and resources identified in this letter are offered to enhance the training capabilities of all LCSAs. Should you have any questions, please contact Joyce Dowell, Manager of the Planning, Analysis & Program Administration Unit, Statewide Training Section, at (916) 464-2789 or by email at joyce.dowell@dcss.ca.gov.

Sincerely,

Original signed by

DEBRA SANCHEZ

Branch Chief

Policy Branch

cc IV-D Directors
Training Advisory Committee